

# Client Procedure (CP) for Commercial Permit

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## 1. Purpose

The purpose of this procedure is to facilitate information to Trakhees clients regarding the process of issuance/extension of Commercial Permits

## 2. Scope

This procedure covers all companies operating within Trakhees jurisdiction who needed to apply for commercial permits including permit for:

- 2.1 KIOSK
- 2.2 Counter
- 2.3 Automated teller machine
- 2.4 Vending Machine
- 2.5 Touch Screen
- 2.6 Additional Signe Board
- 2.7 Sale
- 2.8 Clearance
- 2.9 Promotional Campaign
- 2.10 Extra Working Hours
- 2.11 Leaflet
- 2.12 Commercial Tent
- 2.13 Food Delivery During Ramadan
- 2.14 Instant Prizes
- 2.15 Additional Offices
- 2.16 Composite Activity
- 2.17 Public Parking
- 2.18 Draw
- 2.19 Executive Desk
- 2.20 Car Advertisement
- 2.21 Trade mark Sign Board
- 2.22 Temporary canvas paintings



### 3. Definitions


- 3.1 ATM - Automated Teller Machine
- 3.2 Vending Machine - Machines that dispense items for sale.
- 3.3 Sign Board - Displaying boards of private shops for trade name or trademark identification.
- 3.4 Sale - Offers and discounts on merchandise displayed in different proportions during festivals and seasonal event.
- 3.5 Leaflet - Print publications or brochures that inform and promote products to the public

### 4. Procedure

#### 4.1 Permit for KIOSK, Leaflet and Sale

4.1.1 Client should ensure the availability of sufficient amount in the prepaid account prior applying for PRO Card services.

4.1.2 Client can apply online and attach the below required documents:



For online application help, please refer to (Section 3.1.6) of below link:  
[http://trakhees.ae/en/Documents/Online\\_Admin\\_ExternalUserManual%20-%20CLD%20web.pdf](http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf)

Requested Permit	Required Documents
KIOSK	<ul style="list-style-type: none"> <li>- Trade license copy</li> <li>- Lease contract copy</li> </ul>
Leaflet	<ul style="list-style-type: none"> <li>- Trade License copy</li> <li>- Letter from the company</li> <li>- NOC from the developer where the leaflet intended to be distributed</li> <li>- License copy for the company who prepare the leaflet.</li> <li>- Leaflet copy (must be in Arabic and English)</li> </ul>
Sale	<ul style="list-style-type: none"> <li>- Trade license copy</li> <li>- Lease Contract</li> <li>- List of items included in the sale</li> <li>- NOC from the Mall management</li> </ul>

4.1.3 LD will review the application and accordingly LD will:



4.1.3.1 Approve: in case the submission comply with the requirements, LD will accept the request and the related fees will be deducted from the client pre-paid account.

4.1.3.2 Reject: in case the request is not complying with requirement, LD will reject the submission and state the reason for rejection.

4.1.3.3 More information: in case missing of any of the required documents or not enough money in the client pre-paid account. LD will state the missing information and client should update the requirements.

4.1.4 Upon approval, the requested permit (SGS-F09a) will be available for client as per below:

	Requested Permit	Required parameters and remarks
-	KIOSK	- Expiry date is the same expiry date of the license or the lease contract (earlier expiry)
-	Leaflet	- Not to be distributed in car parking, residential area. - Must be given to mall management or retails shops to distribute.
-	Sale	- Permit is valid for 30 days from the issuance date or as expiry date of the license or the lease contract

## 4.2 Permits (other than the KIOSK, Leaflet and Sale permits)

4.2.1 Client should approach Amer offices and submit the below required documents:

	Requested Permit	Required Documents
-	Counter	- If the counter activity is for a real estate activity need NOC/ permits form RERA. - Trade license copy - Lease contract copy - NOC from the company for government entities
-	ATM	- Trade license Copy - NOC from Central Bank - Request letter from the Bank and mention the ATM machine number - Lease Contract copy
-	Vending Machine	- Trade license copy - Lease Contract - NOC from the owner
-	Touch Screen	- Trade license Copy - Lease contract copy - Number of added screens - License copy for the company provided the touch screens



- Additional Signe Board	<ul style="list-style-type: none"><li>- License copy</li><li>- License copy for the sign board maker.</li><li>- Sign board design on A4 and size, operating name must be in Arabic and English</li><li>- NOC from the mall management in case the sign board is to be added in a mall.</li></ul>
- Clearance (only for shops, not allowed for KIOSK)	<ul style="list-style-type: none"><li>- Trade license copy</li><li>- Letter from the company</li><li>- NOC from the mall management for clearance/ change activity (in case operating in a mall).</li></ul>
- Promotional Campaign/ Draw	<ul style="list-style-type: none"><li>- Trade license copy</li><li>- Copy of the Campaign description</li><li>- NOC from the mall management (in case operating in a mall).</li></ul>
- Extra Working Hours	<ul style="list-style-type: none"><li>- License copy</li><li>- NOC from the company.</li><li>- If extra hours exceed 3 hours, need NOC from developer</li><li>- If for 24 hours, need community approval.</li></ul>
- Commercial Tent	<ul style="list-style-type: none"><li>- NOC letter from the owner or lease contract</li><li>- Trade License copy</li><li>- Lease contract copy</li><li>- Approval From Civil defence</li><li>- Approval from Trakhees- Civil Engineering Department.</li></ul>
- Food Delivery During Ramadan	<ul style="list-style-type: none"><li>- License copy</li><li>- NOC from the mall management (in case operating in a mall)</li></ul>
- Instant prizes	<ul style="list-style-type: none"><li>- License copy</li><li>- NOC from the developer</li><li>- NOC from the owner of the shop</li></ul>
- Additional Offices	<ul style="list-style-type: none"><li>- Trade License copy</li><li>- Lease agreement for the additional office.</li></ul>
- Composite Activity	<ul style="list-style-type: none"><li>- Trade License copy</li></ul>
- Public Parking	<ul style="list-style-type: none"><li>- Trade License copy</li><li>- RTA approval</li><li>- NOC from Developer</li></ul>

		- Trakhees' NOC from Inspection Dept. (ID)
-	Executive Desk	- Trade License copy - NOC from Developer
-	Car Advertisement	- Trade License copy - NOC from Developer
-	Trade mark Sign Board	- Trade License copy - Trademark Registration from Ministry of Economy
-	Temporary canvas paintings	- Trade License copy - NOC from Developer / Owner

4.2.2 Amer Staff will issue a payment advice related to the requested permit.

4.2.3 Client should settle the payment in Affaq (in Amer Offices) and show the receipt to Amer Staff.

4.2.3 Amer Staff will generate and attest the permit (SGS-F09a) and hand it to the client as per below:

	Requested Permit	Required parameters and remarks
-	Counter, ATM, Vending Machine, Touch Screen, Additional signs board, Promotional campaign, Commercial Tent, Instant prizes, Additional Offices, <b>Composite Activity</b> , Public Parking, Executive Desk, Car Advertisement, Trade mark Sign Board, Temporary canvas paintings	- Expiry date is the same expiry date of the license or the lease contract (earlier expiry)
-	Clearance (only for shops, not allowed for KIOSK)	- Expiry date is for 30 days from the date of permit issuance. - Sale must be for 90%
-	Extra Working Hours	- As per Dubai Rules, the closing time for the retail shop/ commercial to be closed at 12:00 A.M unless other approval submitted by the client.
-	Food Delivery During Ramadan	- Permit Expiry is for 1 month or till the end of Ramadan.

## 5. Service Completion Time

No.	Process	Target	Frequency
7.1	Submission revision and update the online submission status (from the date of submission)	2 WD	Quarterly
7.2	Permit issuance for online applications (from the date of approving the submission)	2 WD	Quarterly



## 6. Service Fees

Service	Fees (AED)
Representative Counter	1,600
ATM	1,000 per machine
Vending Machine	300 per machine
Touch Screen	300 per machine
Additional Signe Board	10 for Each sqft (not less than 250 AED)
Clearance (only for shops, not allowed for KIOSK)	<ul style="list-style-type: none"><li>- 2,500 for 30 days</li><li>- 1,500 for one week extension</li></ul>
Simple Promotional Campaign	<ul style="list-style-type: none"><li>- AED 1,100/- (Tasting/ free stuff/ Simple Promotion)</li><li>- AED 1,100/- per location (Promotional campaign not more than 10 locations)</li></ul>
Medium Promotional Campaign	<ul style="list-style-type: none"><li>- Limit Location not more than 20 location, fees per location AED 1,600/-</li><li>- General Location for all the branches AED 5,100/-</li></ul>
Big Promotional Campaign	<ul style="list-style-type: none"><li>- Limit Location not more than 20 location, fees per location AED 2,600/-</li><li>- General Location for all the branches AED 10,100/-</li></ul>
Promotional Campaign/ Draw	<ul style="list-style-type: none"><li>- First Draw to fifth Draw, Fees AED 1,000/- per Draw</li><li>- Draw after fifth, Fees AED 100/- per draw</li><li>- Lock Owner for one time AED 300/-</li><li>- Administration Fees for each other Campaign AED 200/-</li><li>- Lock Rent AED 400/-.</li><li>- D-Information Amendment.</li><li>- Campaign Information amendment AED 600/-</li><li>- Postponed Draw date AED 1,100/-</li></ul>
Extra Working Hours	<ul style="list-style-type: none"><li>- Fees AED 2,050/- per year per location (Limited Hours)</li><li>- 24 hours AED 3,050/-</li></ul>
Commercial Tent	<ul style="list-style-type: none"><li>- 10 for each sqf not less than the fee AED 5,000/- . Not more than the fee AED 15,000/-</li></ul>
Food Delivery During Ramadan	<ul style="list-style-type: none"><li>- Permit Fees 5,050-AED</li></ul>
Instant prizes	<ul style="list-style-type: none"><li>- Permit Fees for one shop AED (2,300/-)</li><li>- Permit Fees for all the branches, as the following:</li><li>- If the pries value is less than AED (500/-) permit fees AED (10,000/-)</li></ul>



	- If the pries value is more than AED (500/-) permit fees AED (15,000/-)
Additional Offices	1,500
<b>Composite Activity</b>	1,000
Combined Activity	5,000
Public Parking	450
Executive Desk	450
Car Advertisement	500
Trade mark Sign Board	250
Temporary canvas paintings	1,500

\* The above fees might be subjective to 5% VAT.

\* 10 AED Innovation fees and 10 AED for knowledge fees are to be added for each service.

## 7. Related Forms

7.1 Permit Application Form (CLS-F09a)

7.2 Permit Template (SLS-F09a)

## 8. References

Trakhees Regulation and rules.



## 9. Workflow

